

Performance Maturity Score Defect Rate Performance Improvement

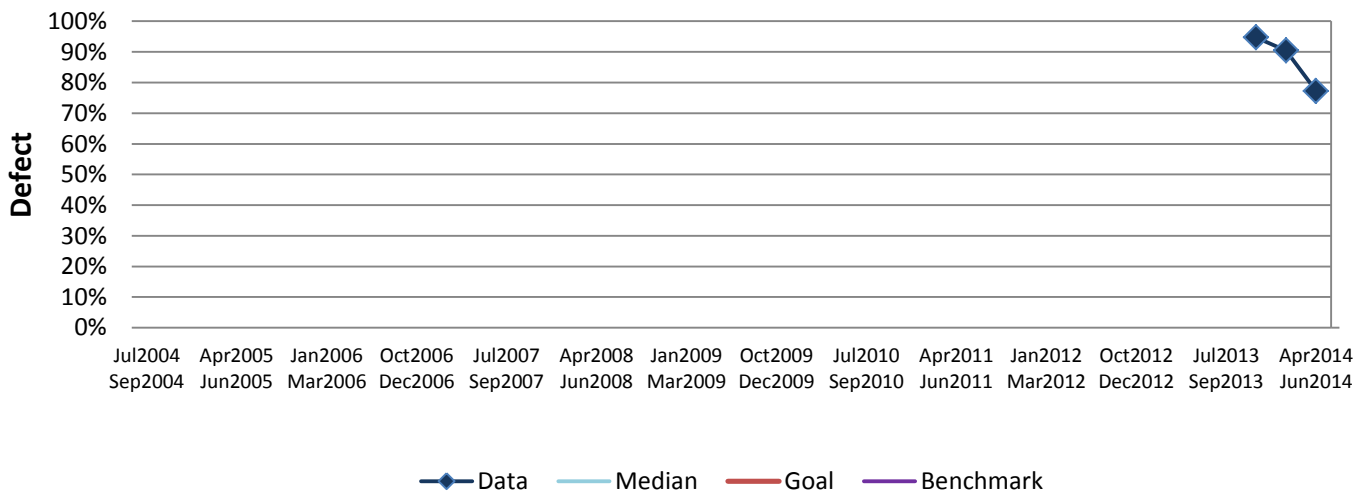
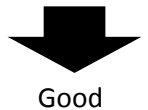


KPI Owner: Theresa Reno-Weber

Process: Performance Improvement

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: 2012 Calendar Year 100% Defect Rate Goal: To Be Determined		Data Source: Perf Maturity Model XLSX Goal Source: OPI Scope Summary Benchmark Source: N/A	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions Measurement Method: Ratio of departments with a performance maturity score of <33. The column chart measures the scores which are not 3. Why Measure: To measure the ability of departments to improve Next Improvement Step: Reassess the maturity score at the end of September 2014. Continue to implement solutions.		
How Are We Doing?					
Jul2009-Jun2014 5 Year Goal	Jul2009-Jun2014 5 Year Actual		Apr2014-Jun2014 Goal	Apr2014-Jun2014 Actual	
TBD	87%		TBD	77.27%	
Defect	Defect		Defect	Defect	

Performance Maturity Score Defect Rate



Jul2011-Jun2014 Column Chart of Scores which are Beginning or Reacting

